



**OFFICE OF THE ILLINOIS STATE TREASURER
DAN RUTHERFORD
JOB OPPORTUNITY ANNOUNCEMENT
November, 2012**

Position Title: Participant Technical Support Specialist

Division: Invest in Illinois/Illinois Funds – E-Pay

EEO Category: Professionals

FLSA: Exempt

Location: Springfield, Illinois

Salary: Commensurate with Experience

Position Summary:

The employee in this classification will provide technical support to state and local government agencies participating in the Illinois Funds electronic payment program (E-Pay). Attendance is an essential function of this position.

Supervision:

Reports to the Manager of Technical Support

Duties and Responsibilities:

- Ensures proper data fields are settling into participant reporting tool for reconciliation
- Maintains oversight of participant website content
- Provides ongoing technical assistance to E-Pay participants and performs all debugging and troubleshooting efforts
- Reviews and edits new developments that reside on the test server prior to moving new development into production
- Assists in evaluating and testing vendor-supplied software and related programs
- Markets technical aspects of the E-Pay program to state and local governmental entities
- Provides participant training documentation and coordinates training to new E-Pay/Illinois Funds representatives, specialists, and information operations staff
- Serves as back up to Manager of Technical Support and Participant Services Specialists
- Maintains knowledge of the latest industry language and standards
- Attends meetings, conferences or seminars as needed/directed
- Performs other duties as assigned or required which are reasonably related to the duties enumerated above

Specific Skills:

- Knowledge of applications, databases, operating systems, servers, routers, mail servers, firewalls, web browsers, Microsoft Office PowerPoint, Excel, Notepad, PhotoShop/PhotoDraw, HTML, Java, Secure Shell clients, Secure File Transfer Protocol (SFTP) and File Transfer Protocol (FTP)
- Ability to multi-task and work well with public
- Excellent communication and organization skills with specific attention to details
- Willingness to learn unique characteristics/elements of individual job assignment
- Ability to provide management with technical reports addressing problems
- Strong analytical and problem-solving skills
- Ability to maintain satisfactory working relationships and communicate effectively with all levels of staff and the general public

Education and Work Experience:

Bachelor's degree in computer science, math or sciences; two (2) or more years of work related experience; OR any equivalent combination of education and experience that provides the required knowledge, skills and abilities to carry out the duties of the position.

Contact Information:

Interested parties may submit a cover letter and resume (including phone numbers and e-mail address) by regular mail or e-mail to:

**Director of Human Resources
Office of the Illinois State Treasurer
400 West Monroe, Suite 401
Springfield, IL 62704
E-mail: HR@treasurer.state.il.us**

**Equal Employment Opportunity Employer
Applicants must be lawfully authorized to work in the United States**